

**INFORMATION REQUESTS**  
**VEHICLE INDUSTRY REGISTRATION PROCEDURES**

**27**

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## *Information Requests*

### **27.000 Introduction – Information Sales (CVC §1808)**

The department maintains information on vehicles, vessels, driver licenses, identification cards, and occupational licenses.

- The information contained in these records is considered public information, and may be released to any person for an authorized purpose (except for physical and mental condition information which is always confidential).
- Residence address is confidential, and is not disclosed to any person, except a court, law enforcement agency, other governmental agency, or as authorized by statute (CVC §§1808.21-1808.4)
- Social security number information is not a public record, but may be disclosed to certain government agencies (CVC §1653.5[f]).

### **27.010 Public Records Act, Freedom of Information Act, or Information Practices Act**

- Information requests made by customers under the Public Records Act, Freedom of Information Act, and Information Practices Act may be made in person or they may be called, faxed, or mailed.  
— DMV **must** respond to Public Records Act requests within 10 days.
- Requests for inspection or copying of public records must sufficiently describe the record so the records can be identified, located, and retrieved by DMV personnel.
- If a customer is a party to a lawsuit, the customer and his/her attorney may consider serving a subpoena at the Legal Affairs Division to obtain documents.

### **27.020 Commercial Requester Accounts (CVC §1810.2)**

- The Department of Motor Vehicles (DMV) as authorized by California Vehicle Code (CVC) Section 1810.2 may establish Commercial Requester Accounts (CRA) and issue requester codes for individuals or organizations for the purpose of requesting information from the department's files.
- The department has two (2) types of requesters:
  - (1) Requesters who are pre-approved to receive information from the department to fulfill a legitimate business need pursuant to one of the following statutes: CVC §1808 et seq., CVC §4465, CVC §22851.8, California Civil Code Sections §§3067-3075, inclusive, and Harbors/Navigation Code Sections §§500-509, inclusive.
  - (2) Requesters who are not pre-approved and request departmental record information on a one-time or occasional basis as authorized under CVC §1808 et seq.

**27.020 Commercial Requester Accounts (CVC §1810.2), *continued***

- Commercial Requester Accounts are established for applicants who:
  - Have a legitimate business need for obtaining DMV information.
  - Properly complete and return the appropriate forms.
  - Pay the required application fee.
  - Files an acceptable bond in the amount of \$50,000, if required.
  - Establish and maintain logs which track the receipt, use and dissemination of DMV information.
  - Maintain the confidentiality of the information provided.
- A requester may be approved for driver license, vehicle or vessel registration, financial responsibility and/or occupational licensing information.
- A requester code also limits access based on a requester's statutory authority to receive any of the following:
  - Residence address
  - Mailing address (when available)
  - Basic record information (without address)
  - Residence address with post notification to the subject
- As a requester, information may be obtained directly from the department via hardcopy, magnetic tape, on-line, or *indirectly* through an *approved* information provider or reseller.
  - A list of approved information providers may be obtained at **[www.dmv.ca.gov/otherser/cra](http://www.dmv.ca.gov/otherser/cra)**.
- A requester code may be denied if the proposed use of the information is not related to the legitimate business needs or commercial purposes of the requester.
  - The requester code may be cancelled immediately if the requested information is used for a purpose other than the purpose for which the requester code was issued.
  - All requesters are required to maintain the security of the information received from the department and to protect it from unauthorized access.
  - Additionally, Commercial Requesters may be subject to an audit by the department.
- Additional Commercial Requester information may be obtained at **[www.dmv.ca.gov/otherser/cra](http://www.dmv.ca.gov/otherser/cra)**

**27.030 Dealer Information Requests**

Vehicle registration information may be released to a California dealer or its agent only if the information is requested and used for the purpose of completing a vehicle registration transaction.

- This form cannot be used by any other licensee or out-of-state dealers.

**27.030 Dealer Information Requests, *continued***

- The request may be submitted in person or by mail.
- Complete a *Dealer Vehicle/Vessel Registration (VR) Information Request* (INF 1120) and submit it with the appropriate fee to DMV in person or mail to:  
Department of Motor Vehicles  
Public Operations – G199  
PO Box 944247  
Sacramento CA 94244-2470

**NOTE:** The INF 1120 is not available on-line and must be obtained from a DMV field office or ordered through DMV Supply.

**27.040 Lien Sale Information Request for a Vehicle valued under \$4,000 and a Vessel or Vessel/Trailer valued under \$1,500 (CCR §350.40[b])**

- Vehicle/vessel registration information may be obtained for the purpose of conducting a lien sale for a:
  - vehicle valued under \$4,000, **or**
  - a vessel or vessel/trailer valued under \$1,500.
- Printouts for lien sale purposes must:
  - always be obtained by the vehicle identification number (VIN) or vessel hull identification number (HIN), **not** the license plate or CF number configuration, and
  - be submitted within 15 days of the date the lien arose (the date the owner was billed or when the public agency impounded the vehicle) and within 60 days for vessels.
- Complete a *Registration Information Request for Lien Sale* (INF 1126), which is available from the DMV website, and submit it with the appropriate fee to DMV in person or mail to:  
Department of Motor Vehicles  
Public Operations – G199  
PO Box 944247  
Sacramento CA 94244-2470

**NOTE:** For a **vehicle valued over \$4,000** the lienholder must submit an *Application for Lien Sale Authorization and Lienholder's Certification* (REG 656) with the appropriate filing fee to the Lien Sale Unit at Sacramento DMV headquarters **within 30 days** of the date the lien arose.  
For **vessels valued over \$1,500**, the lienholder must submit an *Application for Lien Sale Authorization and Lienholder's Certification of Vessel or Vessel/Trailer over \$1,500* (BOAT 152) with the appropriate filing fee to the Lien Sale Unit at Sacramento DMV headquarters **within 60 days** of the date the lien arose.

**27.050 Individual Information Requests**

- Driver license, vehicle registration, or vessel information may be released to:
  - An individual requesting his/her own record.
  - A parent of a **minor** child whose address on record is the same as the requestor's address on record.
  - A spouse whose address on record is the same as the requestor's address on record. A spouse does **not** have to share the same last name.
  - A registered domestic partner whose address on record is the same as the requestor's address on record.
  - An individual for whom the requester has a general power of attorney.
- When a request is made for another person without a power of attorney, or for a minor child, spouse, or domestic partner whose address on record is different than the requestor's, it must be sent to Sacramento DMV headquarters for processing.

**Individuals Requesting His/Her Own Record**

- Complete the *Request for Your Own Driver License/Identification Card or Vehicle/Vessel Registration Information Record* form (INF 1125).
- Present the request with the appropriate fee in person to your local DMV or mail it to:

Department of Motor Vehicles  
PO Box 944247 – MS G199  
Sacramento, CA 94244-2470

**Individuals Requesting the Record of a Minor Child, Spouse, or Registered Domestic Partner**

- Properly complete one of the following applications:
  - *Request for Record Information* (INF 70).
    - » » The INF 70 is an electronic form and must be completed online. A blank or handwritten INF 70 cannot be accepted.
    - » » *Request for DL/ID Record Information* (INF 70D), available at your local DMV field office.
    - » » *Request for VR/Vessel Record Information* (INF 70R), available at your local DMV field office.
- Present the INF 70D or INF 70R with the appropriate fee in person to your local DMV or mail it to:

Department of Motor Vehicles  
PO Box 944247 – MS G199  
Sacramento, CA 94244-2470

**27.050 Individual Information Requests, *continued*****Individual Requesting the Record of another Person for Whom They Have a General Power of Attorney**

- One of the following properly completed applications:
  - *Request for Record Information* (INF 70).
    - » » The INF 70 is an electronic form and **must** be completed online.
    - » » A blank or handwritten INF 70 **cannot** be accepted.
  - *Request for DL/ID Record Information* (INF 70D), available at your local field office.
  - Request for VR/Vessel Record Information (INF 70R), available at your local field office.
- A copy of the Power of Attorney.
  - The original power of attorney **must** be notarized.
- Present the request with the appropriate fee in person to your local DMV or mail it to:

Department of Motor Vehicles  
PO Box 944247 –MS G199  
Sacramento, CA 94244-2470

**27.060 Commercial Requesters**

Businesses, firms, and individuals who routinely require vehicle registration record information may enter into an agreement with the department and establish a commercial requester account.

- Information and instructions for becoming a commercial requester is available on the department's website at **www.dmv.ca.gov**.
- All requests from commercial requesters are forwarded to Sacramento headquarters for processing.

**27.070 Government Information Requests**

Government agencies may complete a *Gov't Agency Request for Driver License/Identification Record Information* (INF 254) to obtain information from an individual's driving record.

- The INF 254 is available from field offices and the DMV warehouse, and must be submitted to Sacramento headquarters for processing.
- There is no fee for the information.

**27.080 Attorney Information Requests**

An attorney may obtain residence information in order to represent his/her client in a civil or criminal matter which directly involved the use of a motor vehicle or vessel by submitting an *Attorney's Information Request* (INF 1161E).

- Any other use of the form is prohibited by law.
- The INF 1161E is available on-line at **www.dmv.ca.gov**, from field offices and from the DMV warehouse, and must be submitted to DMV headquarters with the appropriate fee for processing.

**27.090 Law Enforcement Information Requests**

Law enforcement individuals may request information from an individual's driving record, such as photo, prints, etc.

- A *Law Enforcement Request for Driver License/Identification Record Information* (INF 252) **must** be completed and submitted to Sacramento headquarters for processing.
- No fee is charged for law enforcement requests.